

Weekly Update

Week of March 13, 2017

Subject: New SCEIS Help Desk Tool Beginning in April

Audience: All SCEIS Users

Managers: Please share this message with all SCEIS users in your department or work with the appropriate office in your agency to ensure that it is distributed to all employees who use SCEIS.

In April the SCEIS Team will be using a new Help Desk system to enter and process ticket information from users. Below is a list of items to note regarding this transition that the SCEIS Team will experience.

- Users will continue to submit requests for help through the existing email address and online form.
- SCEIS Help Desk will verify the user email address and phone number the first time each user contacts us.
- Automated email messages that users receive from the Help Desk may be slightly different than what they have received prior to April 4.
- Users will receive automated emails after a ticket is created and when it is resolved.
- If a SCEIS Team member enters a user note in a ticket, an automated email message will be sent to the user.

A reminder message will be sent again before we begin using the new tool. If you have questions about this information, please contact the SCEIS Service Desk at (803) 896-0001 (select option 1 for SCEIS help) or use the email form available at the following link: <http://www.sceis.sc.gov/requests/>